

2003-05 Performance Progress Report

For Quarter Ending 12/31/2003

Agency 110

Office of Administrative Hearings

Mission

To hold fair and independent hearings for the public and for government agencies and to issue sound and timely decisions

Goal To conduct high quality hearings and issue sound decisions

Performance Measure Percentage of randomly selected cases meeting or exceeding U.S. Department of Labor quality standards for unemployment insurance benefits hearings and decisions

* *Strengthen the ability of state government to achieve its results efficiently and effectively.*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	98%	98%	98%	98%	98%	98%	98%	98%
Actual	100%	95%						
Date Measured								

Goal To provide timely hearings and decisions

Performance Measure Percentage of unemployment insurance benefits cases completed within 45 days of the date the appeal was filed

* *Strengthen the ability of state government to achieve its results efficiently and effectively.*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	85%	85%	85%	85%	85%	85%	85%	85%
Actual	86.8%	87.5%						
Date Measured								